

kynect ADVISORY BOARD

Meeting Minutes

January 15, 2015

Call to Order and Roll Call

The kynect Advisory Board met on Thursday, January 15, 2015, at 1:30 p.m. in Conference Room D at the Kentucky Office of Health Benefit and Health Information Exchange. Nicole Comeaux, acting on behalf of Secretary Audrey Haynes, Chair, called the meeting to order at 1:40 p.m., and the Secretary called the roll.

Board Members Present: Gabriela Alcalde (by phone), David Allgood, Commissioner Sharon Clark, Dr. Joe Ellis (by phone), Ed Erway (by phone), Carl Felix, Donna Ghobadi (by phone), Commissioner Lawrence Kissner, Deborah Moessner, Julie Paxton, Tihisha Rawlins (by phone), Dr. John Thompson (by phone), Marcus Woodward, and Malea Hoepf Young. Commissioner Mary Begley, Andrea Bennett, Jeff Bringardner, Ruth Brinkley, Connie Hauser, Secretary Audrey Haynes, and Dr. Kathy Wheeler were not present at the meeting.

Staff Present: Nicole Comeaux, Lavina Johnson, Jean Klinge, Melea Rivera, and D. J. Wasson (DOI).

Approval of Minutes

A motion was made to accept the minutes of the October 16, 2014, meeting, seconded, and approved by voice vote.

Update on Office of the Kentucky Health Benefit Exchange Activities

Nicole Comeaux, Deputy Executive Director, Kentucky Office of Health Benefit and Health Information Exchange (KOHBHIE), updated the members on the health benefit exchange activities. Although there is room for improvement, Open Enrollment for 2015 is going well. The kynect Retail Store at Fayette Mall in Lexington has been successful. Agents, kynectors, and staff from the Department for Community Based Services (DCBS) and KOHBHIE have all been working at the store to enroll consumers. Having the DCBS and KOHBHIE staff at the kynect Store has provided the ability to address complex consumer cases and work through enrollment issues. About 6,000 individuals have visited the kynect Retail Store since the opening day on November 15, 2014, with the number of visitors expected to increase as the end of Open Enrollment approaches on February 15.

To date, 6,600 users have downloaded the mobile phone application ("app"). The next release of the mobile app will allow consumers to upload documents to the kynect Self Service Portal (SSP) using their phones. This will be very helpful and convenient for consumers who may not have access to a fax. Rather than going to a local DCBS office to have documents uploaded, consumers can use their phones to upload the documents.

Currently, the largest area of focus is the 1095-A tax forms which the Exchange is required to send to consumers by January 31. Individuals who either received the Advanced Premium Tax Credit (APTC) or were eligible to receive the tax credit will have to use Form 1095-A to complete IRS Form 8962 to reconcile the APTC or claim the tax credit. Form 1095-A will be sent out by the Exchange to anyone who had a qualified health plan (QHP) during 2014. About 70,000 1095-A forms will be sent. KOHBHIE staff is spot checking the forms to make sure they are accurate before sending out to consumers.

Commissioner Kissner reported that the most frequent calls the Department for Medicaid Services has been receiving are questions related to the 1095-A forms and that the Medicaid enrollees are confused about the tax forms. Ms. Comeaux noted that the Exchange has met with representatives from the tax preparer community and associations to educate them about the Form 1095-A.

Training on the 1095-A forms will be provided for the Call Center staff, kynectors, agents, and KOHBHIE staff next week. In order to handle the anticipated large volume of calls, the kynect Call Center will have a dedicated line with staff specifically trained to address questions and issues regarding the 1095-A forms.

Lavina Johnson, Health Insurance Operations Manager, provided a system update for the members. Ms. Johnson reported that during Open Enrollment, to date, 41,000 new applications for coverage have been submitted with 3,200 of those applications submitted through the kynect Store. There were 75,760 individuals passively enrolled in QHPs, another 15,000 newly enrolled in qualified health plans, and 5,000 enrolled in dental plans.

The Small Business Health Options Program (SHOP) system will be updated with a system release scheduled for May 1. This release includes continued development of kynect's SHOP functionality. The new SHOP system updates will be released in waves beginning in May.

Ms. Johnson reported the Exchange is targeting January 19 as the date to send the 1095-A form information to the Internal Revenue Service (IRS) and to have the forms to the post office by January 22 to ensure that consumers receive the forms by January 31. In addition to spot checking the forms for accuracy prior to mailing, staff is also reviewing the correspondence to be sent with the 1095-A forms. It is anticipated that some consumers will dispute the accuracy of their 1095-A forms, and the Exchange is working on a dispute resolution process. In order to address consumers' confusion about the 1095-A forms, the kynect Self Service Portal will have a tax question section and "Frequently Asked Questions" with links to the IRS webpage, calculators for the second lowest price Silver plan and the bronze plan if individuals are seeking an exemption from the tax penalty. The KOHBHIE is working collaboratively with the health plan issuers and providing training with the expectation that the issuers will also be receiving calls from consumers about the tax forms. Ms. Comeaux noted that the 1095-A training will emphasize that KOHBHIE staff are not tax preparers or tax experts, and the training will distinguish between questions that staff can answer and those more appropriately directed to the IRS or tax preparer professionals.

Subcommittee Reports

Behavioral Health Subcommittee

Julie Paxton, Chair, reported that the Behavioral Health Subcommittee has not met since the last Advisory Board meeting.

Dental/Vision Subcommittee

Dr. Joe Ellis, Chair, reported that the Dental/Vision Subcommittee has not met since the last Advisory Board meeting.

Education/Outreach Subcommittee

David Allgood, Chair, reported that the Education and Outreach Subcommittee held meetings on October 27 and December 19, 2014. Tihisha Rawlins submitted her resignation in November as Chair of the Education and Outreach Subcommittee. The new Chair, installed at the December meeting, is David Allgood.

The 2015 Open Enrollment Period has seen steady and persistent activity. Unique visitors to the website number above 400,000. Enrollments have surpassed 114,000. The kynect call center has received more than 300,000 phone calls. The wait times have decreased from the 2014 Open Enrollment Period (OEP). Preliminary screening continues to be popular with the added functionality for consumers to see estimated values for discounts they qualify to receive.

The kynect Mobile App was released on October 31, 2014. Version 2.0 is scheduled for release shortly, and will allow consumers to log into their kynect accounts, view the status of applications and see enrollment information. This version will also permit photos to be taken of verification documents on your phone and uploaded directly to the system.

The kynect store in Lexington's Fayette Mall continues to be a success. Over 5,500 visitors have come to the kynect store and completed more than 3,200 applications for new health care coverage.

The next meeting of the Education and Outreach Subcommittee is scheduled for January 21, 2015, at 1:30 p.m.

Navigator/Agent Subcommittee

Marcus Woodward, Chair, reported that the Navigator/Agent Subcommittee has not met since the last Advisory Board meeting and advised that a meeting is planned to be held in the next few weeks.

Qualified Health Plans Subcommittee

Deborah Moessner, Chair, reported that the Qualified Health Plans Subcommittee has not met since the last Advisory Board meeting.

Small Employer Health Options Program (SHOP) Subcommittee

Jeffrey Bringardner, Chair, reported that the SHOP Subcommittee has not met since the last Advisory Board meeting.

Other Business

The next meeting of the Advisory Board will be held on April 16, 2015, at 1:30 p.m. at the Kentucky Office of the Health Benefit and Health Information Exchange.

Adjournment

The meeting was adjourned at 2:21 p.m.